U.S. Appln. No. 09/641,449
Amendment Dated Dec. 19, 2005
Reply to Office Action of Oct. 20, 2005
Docket No. 6169-179

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1.   (Currently Amended)   An interactive voice response (IVR) system having:

a plurality of speech technology software modules, at least one of the modules comprising a speech recognition engine comprising a plurality of different language models, each different language model corresponding to a different type of voice channel for recognizing speech input from a user, [[and]] at least one other of the modules comprising a text-to-speech engine for generating speech output for a user, and at least one other of the modules comprising a tone-recognition module for recognizing a plurality of pre-selected tones;

a voice application defining a plurality of interactions between a caller and the speech technology modules [[;]], each interaction having a task property and an interaction environment property; and

a speech technology selection module for selecting, for each interaction, one of the speech technology modules from the plurality of the modules to be used by the application according to the environment property of the interaction;

wherein the environment property comprises a call-type identifier that indicates when a call is a landline type call, a mobile type call, and an IP telephony type call, and wherein one of one of the plurality of different language models is used by the speech recognition engine depending on the call-type identifier.

2.   (Original)   An IVR as in claim 1 further comprising:

a plurality of parameter sets associated with each speech technology module;

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a parameter selection module for selecting one of the parameters sets for use with the selected speech technology module according to the environment property of the interaction and the task property of the environment.

3.   (Original)   An IVR as in claim 1 wherein the environment property comprises a language identifier.

4.   (Original)   An IVR as in claim 1 wherein the environment property comprises a regional identifier.

5.   (Cancelled)

6.   (Previously Presented)   An IVR as in claim 1 wherein the application defines the application environment property and wherein the environment property of an interaction takes priority.

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